

Animal Health Technician, GS-704-7
Veterinary Services
Eastern Region, North Carolina Area Office

1. ANIMAL INSPECTIONS AND TESTS
2. PRODUCER DATA GATHERING
3. COMMUNICATIONS AND CUSTOMER SERVICE
4. RESOURCE MANAGEMENT
5. SPECIAL PROJECTS AND ACTIVITIES

all elements are critical

Note: Here is link to the referenced [Matrix of VS Strategic Goals and Objectives](#), which is attached to this performance plan. Elements 1 is the primary work results elements, and is the strongest element.

Critical Performance Element 1
ANIMAL INSPECTIONS AND TESTS

The AHT is responsible for completing assigned inspections and tests in accordance with prescribed procedures and instructions.

Alignment: This element supports accomplishment of VS Strategic Objectives 1.4, 2.1, 2.2, 2.3, 3.4, 3.5, and 4.3 (See attached Matrix of VS Strategic Goals and Objectives.)

Performance Standards

Evaluation is based on the supervisor's review of inspection reports and test charts.

Results and measures for FULLY SUCCESSFUL

In almost all cases the supervisor finds that:

- Inspections and/or testing are completed
 - o by the assigned due date;
 - o with forms filled in appropriately and completely;
 - o with no errors in numbers or types of tests.
- Testing and inspections are completed according to established Area procedures and State and Federal regulations for disease surveillance.
- Completed forms are submitted to the Area Office at the end of the week in which the action that caused the form to be generated was conducted.
- Inspections, scheduled or unannounced, are recorded in a written report, including notation of any deficiencies, submitted to the Area Office.
- The monthly activities report is submitted by the first Monday of the following month, to ensure that the supervisor is aware of activities and any problems within the section

- Any suspected instances of Foreign Animal Disease are reported to the supervisor IMMEDIATELY (within 1 hour of becoming aware of such).
- Suspected violations are thoroughly checked out all, and written report of findings submitted to supervisor within one week of completing inspection.
- The AHT attempts to obtain compliance by explaining the laws and regulations.
- The AHT requests assistance from supervisor in cases of non-compliance when a violation has been documented and an explanation of the laws and regulations to the non-compliant individual has not led to compliance.

Critical Performance Element 2

PRODUCER DATA GATHERING

The Animal Health Technician is responsible for completing assigned surveys of producers and other data-gathering assignments in accordance with prescribed procedures and instructions.

Alignment: This element supports accomplishment of VS Strategic Objectives 1.3, 1.4, 2.1, 2.2, 2.4, 3.1, 3.4, and 5.2 (See attached Matrix of VS Strategic Goals and Objectives.)

Performance Standards

Evaluation will be based on review of reports by supervisor.

Results and Measures for FULLY SUCCESSFUL:

In almost all cases the supervisor finds that:

- Survey assignments are completed:
 - o by the assigned due date;
 - o with forms filled in appropriately and completely.
- Reports show evidence of initiating action in double checking records (such as stockyard records in animal traces, maps to verify pasture locations, etc.) by including all data gathered for each report.

Critical Performance Element 3

COMMUNICATIONS AND CUSTOMER SERVICE

Alignment: This element supports accomplishment of VS Strategic Objectives 1.3, 1.4, 2.1, 2.3, 2.4, 3.1, and 5.2. (See attached Matrix of VS Strategic Goals and Objectives.)

Performance Standards

Evaluation is based on observations by supervisor and feedback from feedback from customers, co-workers, and others.

Results and Measures for FULLY SUCCESSFUL

The supervisor typically finds that:

- The AHT consistently establishes and maintains effective working relationships with colleagues, animal industry, fellow employees, general public, and all other professional contacts.
- The AHT consistently exhibits a positive attitude towards persons contacted and program goals.
- Communications are handled professionally, projecting a helpful attitude, which contributes to a productive and nondiscriminatory work environment.
- The AHT demonstrates fairness, cooperation, and respect toward coworkers, customers, and all others in the performance of official business

Critical Performance Element 4
RESOURCE MANAGEMENT

Alignment: This element supports accomplishment of VS Strategic Objectives 1.3, 2.4, 3.1, 5.2, and 5.3. (See attached Matrix of VS Strategic Goals and Objectives.)

Performance Standards

Evaluation is based on the supervisor's observations and review of documentation and feedback from administrative staff.

Results and Measures for FULLY SUCCESSFUL

The supervisor typically finds that:

- All overtime is requested and approved by the supervisor prior to any OT hours being worked.
- Itineraries are submitted to the supervisor and the AVIC's secretary by COB on Thursday of the preceding week in almost all cases. Itineraries are to be dated by using the last date of the pay period week (which is always a Saturday). Only one itinerary is to be submitted to the area office. Electronic itineraries are preferred, but fax is acceptable.
- Weekly Activity Reports are completed accurately, submitted to the time and attendance clerk by the due date/time, and accompanied by all necessary supporting documentation in almost all cases.
- Monthly vehicle reports are submitted to the Area Office with all supporting documentation by the first Monday of the following month.

- Government property use documentation is accurate and meets station requirements.

Critical Performance Element 5
SPECIAL PROJECTS AND ACTIVITIES

Alignment: This element supports accomplishment of VS Strategic Objectives 1.3, 1.4, 3.1, 3.4, 5.1, and 5.2. (See attached Matrix of VS Strategic Goals and Objectives.)

Performance Standards

Evaluation is based on the supervisors observations and review of work products, and feedback from co-workers and other sources.

Results and Measures for FULLY SUCCESSFUL

The supervisor typically finds that:

- The AHT participates fully in assigned special projects or activities
- assignments are completed on deadline and accurately in accordance with instructions, in almost all cases.